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## Facsimile

DATE January 25, 2005

Bingham McCutchen LLP  
1900 University Avenue  
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94303-2223

	NAME	FAX	PHONE
TO	Examiner M. Delgado United States Patent and Trademark Office	703-872-9306	703-305-8057

650.849.4400  
650.849.4800 faxFROM Saina S. Shamilov (650) 849-4800 (650) 849-4400  
saina.shamilov@bingham.com

bingham.com

PAGES (INCLUDING THIS COVER PAGE): 12

Boston  
Hartford  
London  
Los Angeles  
New York  
Orange County  
San Francisco  
Silicon Valley  
Tokyo  
Walnut Creek  
WashingtonRE U.S. Application Serial No. 09/593,978  
Entitled: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES TO  
MONITOR AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE  
Inventor: Manu Kumar  
Filed: June 13, 2000  
Our File No. EPI-023 US (7008082001)

## MESSAGE

## Certificate of Mailing/Transmission (37 C.F.R. § 1.8(a)):

[X] Pursuant to 37 C.F.R. § 1.6(d), I hereby certify that this paper and all enclosures are being sent via facsimile on the date indicated below to the attention of Examiner M. Delgado at Facsimile No. (703) 872-9306.

Dated: January 25, 2005

Name of Person Certifying: *Sheila Badon*

Printed Name: Sheila Badon

## Enclosed:

- Transmittal (1 p);
- Fee Transmittal (1 p);
- Petition for Extension of Time (1 p);
- Response to Office Action (8 pp).

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Client/Matter Name:	E.Piphany, Inc.-EPI-023 US -			
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PA/52150520.1/2024489-7008082001

PTO/S&amp;Z/1 (08-03)

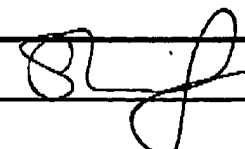
Approved for use through 07/31/2006. OMB 0651-0031

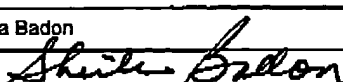
U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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<b>TRANSMITTAL FORM</b> (to be used for all correspondence after initial filing)		Application Number	09/593,978
		Filing Date	June 13, 2000
		First Named Inventor	Manu Kumar
		Art Unit	2144
		Examiner Name	M. Delgado
Total Number of Pages in This Submission	12	Attorney Docket Number	EPI-023 US (7008082001)

ENCLOSURES (check all that apply)		
<input checked="" type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply (10 pgs). <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input checked="" type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) ____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): <b>Fax Cover Sheet to Examiner</b>
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Bingham McCutchen LLP
Signature	Saina S. Shamilov, Reg. No. 48,266 
Date	January 25, 2005

CERTIFICATE OF MAILING			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.			
Typed or printed name	Sheila Badon	Date	January 25, 2005
Signature			

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PTO/SB/17 (10-04v2)

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**FEE TRANSMITTAL  
for FY 2005**

Effective 10/01/2004. Patent fees are subject to annual revision.

☐ Applicant claims small entity status. See 37 CFR 1.27**TOTAL AMOUNT OF PAYMENT (\$)** 120

Complete if Known

Application Number	09/583,878
Filing Date	June 13, 2000
First Named Inventor	Manu Kumar
Examiner Name	Michael Delgado
Art Unit	2144
Attorney Docket No.	EPI-023 US (7009082001)

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METHOD OF PAYMENT (check all that apply)		FEE CALCULATION (continued)																																																																																																																					
<input type="checkbox"/> Check <input type="checkbox"/> Credit card <input type="checkbox"/> Money <input type="checkbox"/> Other <input type="checkbox"/> None Order		<b>3. ADDITIONAL FEES</b>																																																																																																																					
<input checked="" type="checkbox"/> Deposit Account Deposit Account Number: Deposit Account Name: The Director is authorized to: (check all that apply) <input checked="" type="checkbox"/> Charge fee(s) indicated below <input type="checkbox"/> Credit any overpayments <input type="checkbox"/> Charge any additional fee(s) during the pendency of this application <input type="checkbox"/> Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.		<table border="1"> <thead> <tr> <th>Large Entity</th> <th>Small Entity</th> <th>Fee Description</th> <th>Fee Paid</th> </tr> </thead> <tbody> <tr> <td>1051 130</td> <td>2051 65</td> <td>Surcharge - late filing fee or oath</td> <td></td> </tr> <tr> <td>1052 50</td> <td>2052 25</td> <td>Surcharge - late provisional filing fee or cover sheet</td> <td></td> </tr> <tr> <td>1053 130</td> <td>2053 130</td> <td>Non-English specification</td> <td></td> </tr> <tr> <td>1812 2,520</td> <td>2012 2,520</td> <td>For filing a request for reexamination</td> <td></td> </tr> <tr> <td>1804 920*</td> <td>1804 920*</td> <td>Requesting publication of SIR prior to Examiner action</td> <td></td> </tr> <tr> <td>1805 1,840*</td> <td>1805 1,840*</td> <td>Requesting publication of SIR after Examiner action</td> <td></td> </tr> <tr> <td>1251 110</td> <td>2251 55</td> <td>Extension for reply within first month</td> <td>120</td> </tr> <tr> <td>1252 430</td> <td>2252 215</td> <td>Extension for reply within second month</td> <td></td> </tr> <tr> <td>1253 980</td> <td>2253 490</td> <td>Extension for reply within third month</td> <td></td> </tr> <tr> <td>1254 1,530</td> <td>2254 765</td> <td>Extension for reply within fourth month</td> <td></td> </tr> <tr> <td>1255 2,080</td> <td>2255 1,040</td> <td>Extension for reply within fifth month</td> <td></td> </tr> <tr> <td>1401 340</td> <td>2401 170</td> <td>Notice of Appeal</td> <td></td> </tr> <tr> <td>1402 340</td> <td>2402 170</td> <td>Filing a brief in support of an appeal</td> <td></td> </tr> <tr> <td>1403 300</td> <td>2403 150</td> <td>Request for oral hearing</td> <td></td> </tr> <tr> <td>1451 1,510</td> <td>1451 1,510</td> <td>Petition to institute a public use proceeding</td> <td></td> </tr> <tr> <td>1452 110</td> <td>2452 55</td> <td>Petition to revive - unavoidable</td> <td></td> </tr> <tr> <td>1453 1,370</td> <td>2453 685</td> <td>Petition to revive - unintentional</td> <td></td> </tr> <tr> <td>1501 1,370</td> <td>2501 685</td> <td>Utility issue fee (or release)</td> <td></td> </tr> <tr> <td>1502 490</td> <td>2502 245</td> <td>Design issue fee</td> <td></td> </tr> <tr> <td>1503 660</td> <td>2503 330</td> <td>Plant issue fee</td> <td></td> </tr> <tr> <td>1460 130</td> <td>1460 130</td> <td>Petitions to the Commissioner</td> <td></td> </tr> <tr> <td>1807 50</td> <td>1807 50</td> <td>Processing fee under 37 CFR 1.17 (a)</td> <td></td> </tr> <tr> <td>1808 180</td> <td>1808 180</td> <td>Submission of Information Disclosure Stmt</td> <td></td> </tr> <tr> <td>8021 40</td> <td>8021 40</td> <td>Recording each patent assignment per property (times number of properties)</td> <td></td> </tr> <tr> <td>1809 790</td> <td>2809 395</td> <td>Filing a submission after final rejection (37 CFR § 1.129(a))</td> <td></td> </tr> <tr> <td>1910 790</td> <td>2910 395</td> <td>For each additional invention to be examined (37 CFR § 1.129(b))</td> <td></td> </tr> <tr> <td>1801 790</td> <td>2801 395</td> <td>Request for Continued Examination (RCE)</td> <td></td> </tr> <tr> <td>1802 900</td> <td>1802 900</td> <td>Request for expedited examination of a design application</td> <td></td> </tr> </tbody> </table>		Large Entity	Small Entity	Fee Description	Fee Paid	1051 130	2051 65	Surcharge - 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SUBMITTED BY		Complete if Applicable	
Name (Print/Type)	Saina S. Shamilo	Registration No. (Attorney/Agent)	48,286
Signature		Telephone	850-849-4400
		Date	January 25, 2005

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Appl. No. 09/593,978

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CENTRAL FAX CENTER****JAN 25 2005****PATENT  
Docket No. EPI-023 US  
7008082001****Certificate of Mailing/Transmission (37 C.F.R. § 1.8(a)):**

I, Pursuant to 37 C.F.R. § 1.6(d), I hereby certify that this paper and all enclosures are being sent via facsimile on the date indicated below to the attention of  
Examiner Michael S.A. Delgado at Facsimile No. (703) 872-9306.

Dated: January 25, 2005Name of Person Certifying: Sheila Badon

Printed Name: Sheila Badon

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Serial No.: 09/593,978  
Applicant: Manu Kumar  
Assignee: E.piphany, Inc.  
Filing Date: June 13, 2000  
Title: APPARATUS AND METHOD FOR COMPANY REPRESENTATIVES TO MONITOR  
AND ESTABLISH LIVE CONTACT WITH VISITORS TO THEIR WEBSITE  
  
Examiner: Michael Delgado  
Group Art Unit: 2144  
Attorney Docket: EPI-023 US (7008082001)

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION**

Dear Sir:

In response to the Office action mailed on October 22, 2004, please amend this application as follows.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.

This response is accompanied by a petition for a one-month extension of time to extend the period to respond to the Office Action to February 22, 2005, and to charge the appropriate fee under 37 CFR § 1.16 and § 1.17.

PA/52145431.1/2024489-7008082001